



# Silver Support

## for comprehensive coverage

**CARDIAC  
RESUSCITATION  
SOLUTIONS**

The power of choice in a complex healthcare environment

### Total, Focused Solutions

A Philips **CUSTOMerCARE Silver Service Agreement** addresses your need for comprehensive service in today's mission-critical healthcare environment. When you purchase our resuscitation equipment, you expect uncompromising clinical performance, an excellent return on your investment, and a low cost of ownership. Philips Silver Support harnesses the power of Philips to provide the highest levels of service delivery and solution enhancements in your marketplace — to assist you in achieving the clinical results you need.

### A Broad Range of Value-added Features and Options

A Philips **CUSTOMerCARE Silver Service Agreement** will maximize your ownership experience through:

- High priority level of service delivery and response
- Unparalleled technical expertise
- Optional extended coverage hours for mission-critical equipment
- Technical and clinical phone support
- System upgrade discounts
- Online support tool

Philips has the capacity and expertise to deliver a full range of innovative services you can depend on. Our flexible, effective solutions assure you the power of choice without compromise in service expectation. We are committed to our tradition of delivering the highest quality of service in our industry.



Experience the power of choice with support solutions from Philips Customer Services. Call us at **1-888-647-4285** for more information about services that can help you deliver clinical excellence without compromise. [www.medical.philips.com](http://www.medical.philips.com)

# PHILIPS

# Silver CUSTOMerCARE Service Agreement

## Philips Customer Services Ranked #1

Philips earned an unprecedented 10 of 14 top rankings for "Overall Service" in the 2003 IMV ServiceTrak Surveys. Philips ranked #1 in Service for Patient Monitoring Systems, X-ray Angiography, X-ray Mammography, Ultrasound—Cardiology, Ultrasound—Radiology/OB-GYN, PACS/IT and Nuclear Medicine Cameras. In addition, Philips ranked #1 in the summary reports for Computed Radiography, Diagnostic Imaging and Ultrasound – All Systems. Factors rated included engineer competence and attitude, troubleshooting effectiveness, emergency service, hardware and software reliability, and the system installation process.



Cardiac Resuscitation Solutions		CUSTOMerCARE Silver
<b>Hardware and Software Coverage</b>		
Standard Hours of Coverage	8 am to 5 pm M-F	
Extended Coverage Hours	Optional 24 x 7 for Mission Critical Equipment	
Priority Response	●	
Initial Telephone Response	2 hours during standard coverage hours 4 hours during non-standard coverage hours	
On-site Response	Next Day	
Labor and Travel	●	
Parts	●	
Parts Delivery	Priority	
Overtime Labor and Travel	Preferred rates apply	
<b>Upgrades*</b>		
System Upgrade Discounts (up to 35%)	●	
<b>Remote Services</b>		
Technical and Clinical Phone Support	●	
Online Support Tool	●	

\* Upgrades do not include platform changes

● = Feature included



**Philips Medical Systems is part of Royal Philips Electronics**  
www.medical.philips.com

Philips Medical Systems N.A.  
Bothell, Washington  
888 647 4285

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